Phonak Nathos S+

BTE hearing aids

User Guide

PHONAK
life is on

Contents

1. Welcome 5

2. Important safety information: Please read before operating your hearing aid for the first time 6

2.1 Hazard warnings 6

2.2 Information on product safety 8

3. Hearing aid description 13

4. Step-by-step instructions for using the hearing aid 18

Step 1. Getting to know your hearing aid 18

Step 2. Battery preparation 21

Step 3. Inserting the battery 22

Step 4. Turning on the hearing aid 23

Step 5. Inserting the hearing aid 24

Step 6. Adjusting the volume control behind the ear 30

Step 7. Selecting the hearing program behind the ear 32

Step 8. Removing the hearing aid 33
Step 9. Turning off the hearing aid 35
Step 10. Changing the battery 36
Step 11. Changing the battery in hearing aids with a secured battery compartment 36
5. Care and maintenance 39
6. Troubleshooting 43
7. Wireless accessories description 45
8. Service and warranty 49
9. Compliance information 50
10. Information and description of symbols 51

This user guide is valid for:

Wireless models	CE mark applied
Phonak Nathos S+ M W	2014
Phonak Nathos S+ micro W	2014

Non wireless models	
Phonak Nathos S+ M	2014
Phonak Nathos S+ micro	2014

1. Welcome

Your new hearing aid is a premium Swiss quality product. It was developed by Phonak, one of the world's leading companies in hearing technology. Your hearing aid offers the most modern digital hearing technology currently available on the market.

Please read these user instructions thoroughly in order to benefit from all the possibilities your new hearing aid has to offer. With proper use and care, you will be able to enjoy your hearing aid for many years to come.

If you have any questions, please consult your hearing care professional.

Phonak – life is on **www.phonak.co.uk**

2. Important safety information

Please read the information on the following pages before using your hearing aid.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

2.1 Hazard warnings

⚠ The intended use of hearing aids is to amplify and transmit sound to the ears and hereby compensate for impaired hearing. The hearing aids (specially programmed for each hearing loss) must only be used by the intended person. They should not be used by any other person as they could damage hearing.

⚠ Changes or modifications to the hearing aid that were not explicitly approved by Phonak are not permitted. Such changes may damage your ear or the hearing aid.

⚠ Do not use the hearing aids in explosive areas (mines or industrial areas with danger of explosions).

⚠ Hearing aid batteries are toxic if they are swallowed! Keep out of reach of children and mentally challenged people or pets. If batteries are swallowed, consult your physician immediately!

⚠ If you feel pain in or behind your ear, if it is inflamed, if skin irritation or accelerated accumulations of ear wax occur, please check with your hearing care professional or physician.

⚠ In very rare cases, the dome can remain in your ear canal when removing the hearing tube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a physician for safe removal.

⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.

⚠ This hearing aid is not designed to be used for children below 36 months. The hearing aid contains small parts that can cause choking, if swallowed by children. Keep out of reach of children and mentally challenged people or pets. If swallowed, consult a physician or hospital immediately.

⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG, to avoid any electrical shock.

⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):

- Keep the wireless hearing aid at least 15 cm (6 inches) away from the active implant. If you experience any interference, do not use the wireless hearing aids and contact the manufacturer of the active implant. Please, note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.
- Keep magnets (i.e. battery handling tool, EasyPhone magnet, etc.) at least 15 cm (6 inches) away from the active implant.
- You are not permitted to use wireless accessories for your hearing aids. Ask your hearing care professional for details.

2.2 Information on product safety

ⓘ **For your M and M W hearing aid only:**
Never immerse your hearing aid in water! Protect it from excessive moisture. Always remove your hearing aid before showering, bathing, or swimming, as the hearing aid contains sensitive electronic parts.

ⓘ **For your micro and micro W hearing aid only:** Your hearing aid is resistant to water, sweat and dust under the conditions listed in chapter 5. After exposure to any of these elements the hearing aid must be cleaned and dried, as the hearing aid contains sensitive electronic parts.

ⓘ Never wash the microphone inputs. Doing so could cause it to lose its special acoustic features.

ⓘ Protect your hearing aid from heat (never leave it near a window or in the car.) Never use a microwave or other heating devices to dry your hearing aid. Ask your hearing care professional about suitable drying methods.

ⓘ When you are not using your hearing aid, leave the battery compartment open so that any moisture can evaporate. Make sure that you always completely dry your hearing aid after use. Store the hearing aid in a safe, dry and clean place.

ⓘ Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.

ⓘ Always use new batteries for your hearing aid. In case a battery is leaking, replace it immediately with a new one to avoid any skin irritation. You can return used batteries to your hearing care professional.

ⓘ The batteries used in these hearing aids should not exceed 1.5 Volts. Please do not use silver-zinc or Li-ion (lithium-ion) rechargeable batteries as these may cause severe damage to your hearing aids. The table in chapter 3 explains exactly which type of battery your particular hearing aids require.

ⓘ Remove the battery if you are not using your hearing aid for a long period of time.

ⓘ Special medical or dental examinations including radiation described below, may adversely affect the correct functioning of your hearing aids. Remove and keep them outside the examination room/area before undergoing:

- Medical or dental examinations with X-ray (also CT scan)
- Medical examinations with MRI/NMRI scans, generating magnetic fields

Hearing aids don't need to be removed when passing security gates (airports etc.). If X-ray is used at all, it will be in very low doses, and will not affect the hearing aids.

ⓘ Do not use your hearing aid in areas where electronic equipment is prohibited.

3. Hearing aid description

The following user instructions describe different hearing aid models: **The M, M W, micro** and **micro W** hearing aids.

The different hearing aids can be adapted with a variety of earmolds.

On the following pages use the labeled drawings to identify the hearing aid and the earmold that you use.

The following table shows what battery you need for your hearing aid model.

Model	Zinc air battery size (marking on package)	IEC code	ANSI code
M and M W	**13** (orange)	PR48	7000ZD
micro and micro W	**13** (orange)	PR48	7000ZD

Please ensure you use the correct type of battery in your hearing aids (zinc-air). Please also read chapter 2.2 for further information on product safety.

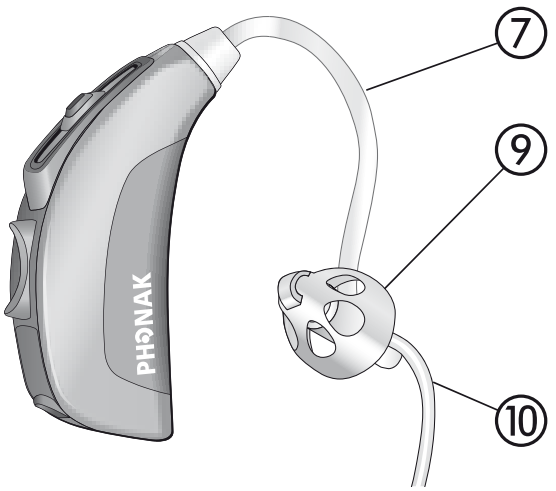
M and M W

Option A: with classic earmold

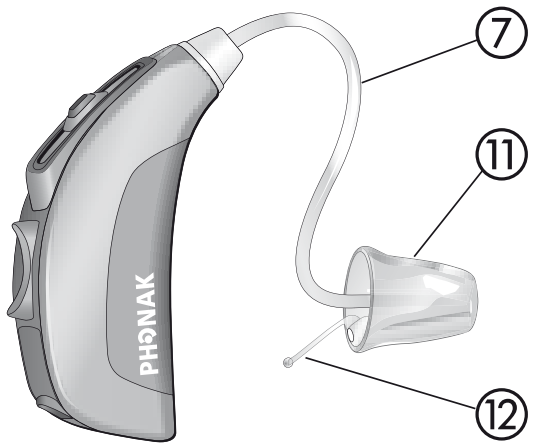
① Right or left indicator (right=red, left=blue), placed in the battery compartment
② Battery compartment with ON/OFF switch
③ Volume control
④ Program button
⑤ Microphone input with Wind and Weather Protector
⑥ Hook/sound output
⑦ Hearing tube
⑧ Classic earmold (detachable)

M and M W

Option B: with dome



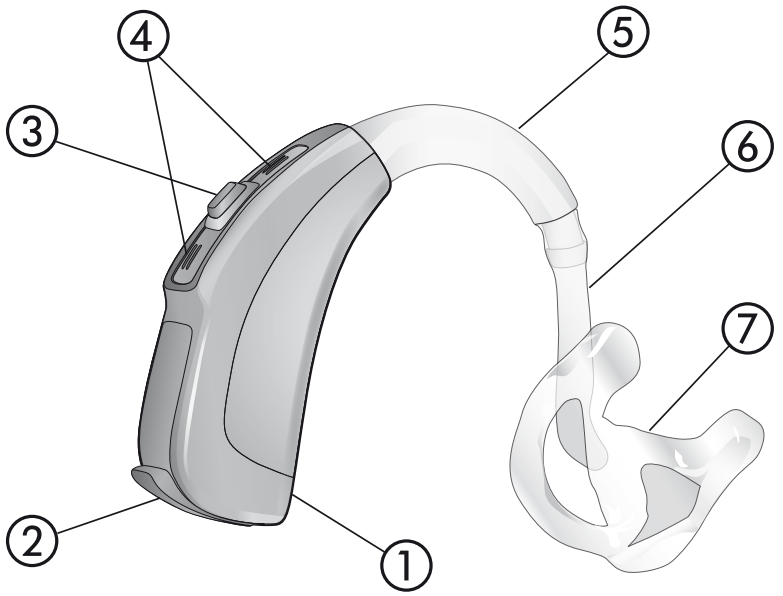
Option C: with SlimTip



⑦ Hearing tube
⑨ Earmold: Dome (detachable)
⑩ Retention
⑪ Earmold: SlimTip (detachable)
⑫ Removal handle

micro and micro W

Option A: with classic earmold

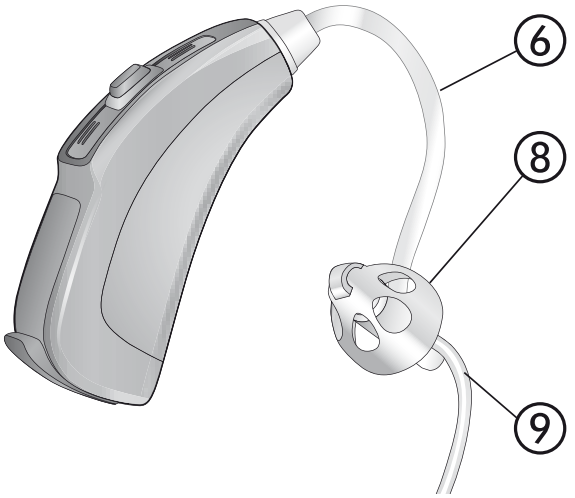


① Right or left indicator (right=red, left=blue)
② Battery compartment with ON/OFF switch
③ Program button or volume control*
④ Microphone input
⑤ Hook/sound output
⑥ Hearing tube
⑦ Classic earmold (detachable)

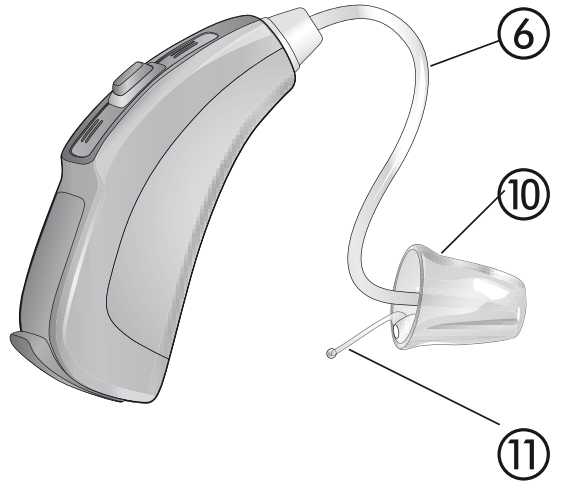
* Volume control only for model micro W on both ears

micro and micro W

Option B: with dome



Option C: with SlimTip



⑥ Hearing tube
⑧ Earmold: Dome (detachable)
⑨ Retention
⑩ Earmold: SlimTip (detachable)
⑪ Removal handle

4. Step-by-step instructions for using the hearing aid

The following chapter provides step-by-step instructions on how to use your hearing aid. Please follow these steps carefully. In the drawings, the parts that are particularly important for each step are shown in green.

Step 1. Getting to know your hearing aid

Take the hearing aid in your hand and try out the hearing aid controls. This will make it easier for you to feel and operate the controls later on when wearing the hearing aid.

M and M W

To increase the volume, press the volume control upwards. To decrease the volume, press the volume control downwards (Fig. 1a).

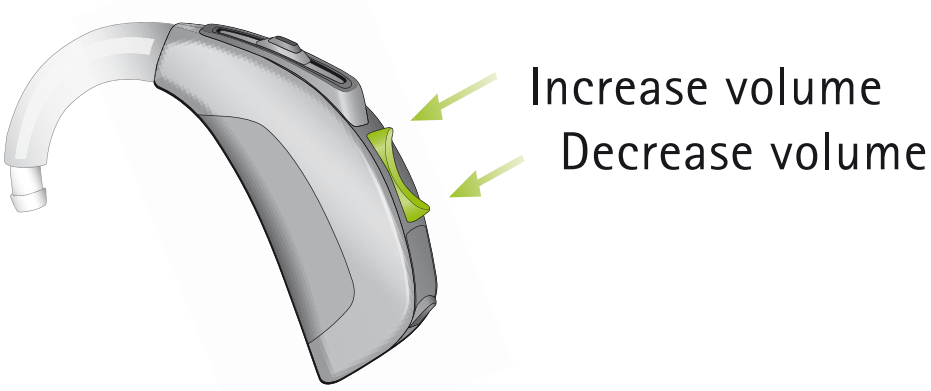


Fig. 1a

In order to change a hearing program, press the program button displayed (Fig. 1b).

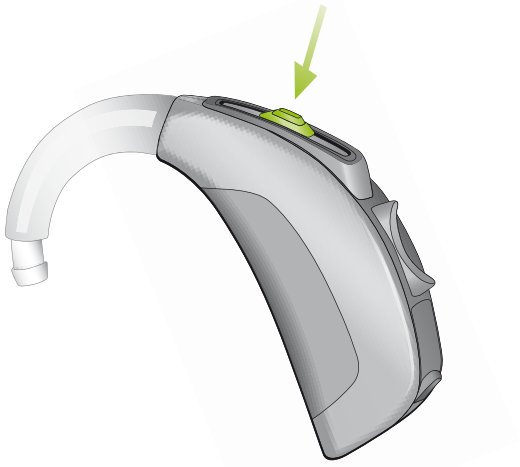


Fig. 1b

micro and micro W

In order to change a hearing program, press the button displayed (Fig. 1c).

Fig. 1c

For micro W your hearing care professional can configure your hearing aid (push) button as either a volume control or a program selector.

Decrease volume

Increase volume

Fig. 1d

Left hearing aid

Right hearing aid

To increase the volume, press the button on your right hearing aid. To decrease the volume, press the button on your left hearing aid (Fig. 1d).

Step 2. Battery preparation

Remove the protective foil from the new battery (Fig. 2). Wait for two minutes before inserting to activate the battery.

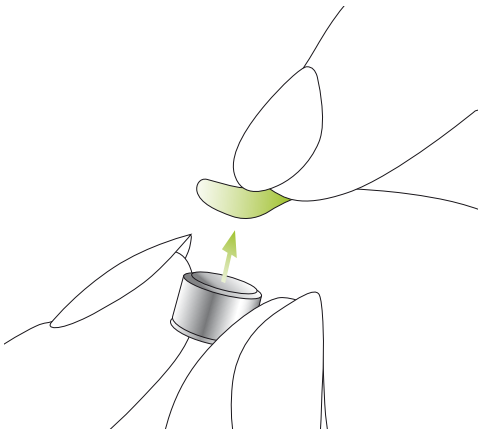


Fig. 2

Step 3. Inserting the battery

Take the hearing aid in your hand and open the battery door (Fig. 3a/3c). Insert the battery so that you see the + symbol on the battery *(Fig. 3b/3d)*.

M and M W

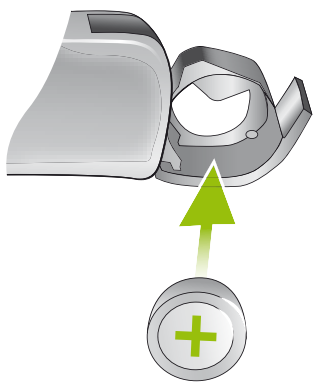


Fig. 3a

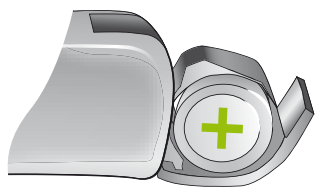


Fig. 3b

micro and micro W

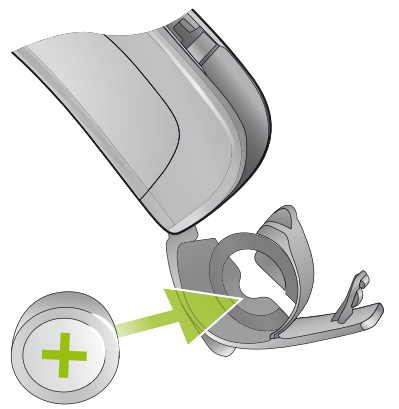


Fig. 3c

Fig. 3d

Step 4. Turning on the hearing aid

Switch on the hearing aid by closing the battery compartment (Fig. 4).

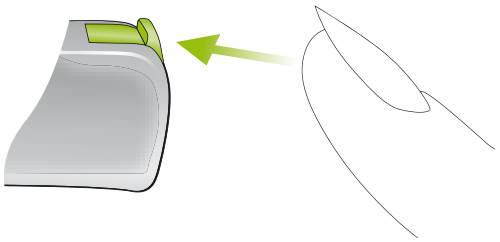


Fig. 4

ⓘ **Open and close the battery compartment gently and carefully.**

ⓘ **Check if you feel resistance when closing the battery compartment. Check to make sure the battery is correctly inserted and in the correct direction. If the battery is inserted the wrong way, the hearing aid will not work and the battery compartment can be damaged.**

The hearing aid is now switched on. It can take up to 15 seconds before it starts. (When you wear the hearing aid, you will hear an acoustic signal).

Step 5. Inserting the hearing aid

This step shows you how to correctly insert the hearing aid. The instructions apply for all hearing aid models. The type of earmold determines how the hearing aid is inserted.

ⓘ **Each hearing aid is individually programmed for your right or left ear. For the first step identify right and left so you will be able to insert your hearing aid in the correct ear.**

Step 5.1 Identifying the hearing aid for the right and left ear

Color indicator:
right = red
left = blue

M and M W

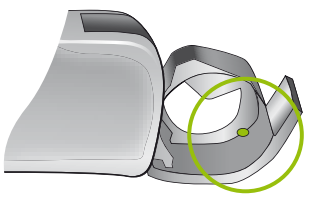


Fig. 5a

micro and micro W

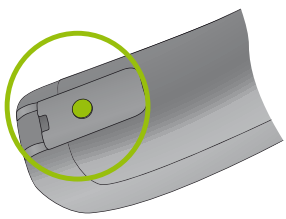


Fig. 5b

Step 5.2 Inserting the hearing aid with **classic earmold**

Before inserting the earmold, check that the earmold tube is slided over the hearing aid hook correctly. With your right hand, take your earmold for the right ear (red mark on the hearing aid, see step 5.1) between your thumb and forefinger (Fig. 5c).

Take the earmold up to your ear (Fig. 5c). Place the ear canal part of the earmold into your ear canal (see the part circled in green (Fig. 5c). Next place the hearing aid behind your ear (Fig. 5d). Then insert the upper part of the earmold into the upper part of the bowl of your ear (Fig. 5e).

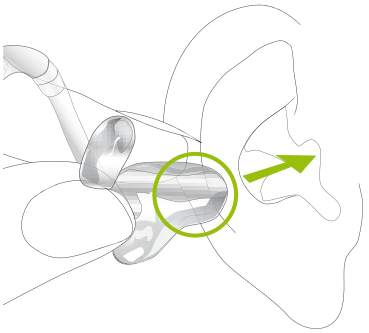


Fig. 5c

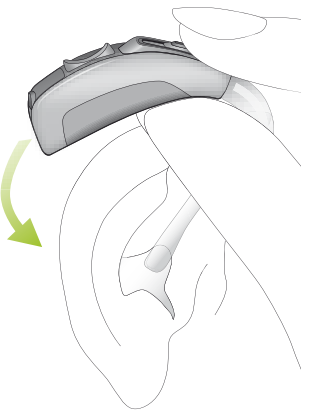


Fig. 5d

Fig. 5e

If you have problems inserting the hearing aid, use your other hand to gently pull your earlobe downwards. This opens the ear canal a little more and you can rotate the earmold until it fits correctly.

Check the fit by running your finger over the bowl of the ear. You know it fits correctly if, when doing so, you feel the contour of the bowl of the ear and not the hearing aid (Fig. 5f). In the beginning, please use a mirror to check.

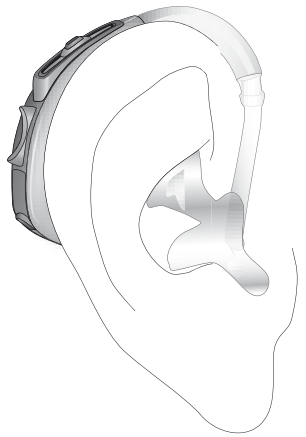


Fig. 5f

You have now successfully inserted the right hearing aid. Now insert your left hearing aid in the same way (marked in blue, see step 5.1).

Step 5.3 Inserting the hearing aid with a **dome**

Before inserting the dome, check that it is correctly attached to the tube (dome length is completely slided over the tube). With your right hand, place the right hearing aid (red mark on the hearing aid, see step 5.1) behind your right ear (Fig. 5g). Place the hearing tube between your thumb and forefinger. Insert the dome deep enough into the ear canal so that the hearing tube lies flat on your ear (Fig. 5h). If your hearing aid has a retention cord, then press it into the bowl of the ear in order to retain the dome in the ear canal (Fig. 5i).

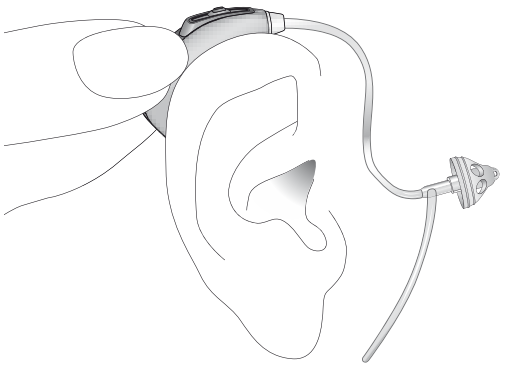


Fig. 5g

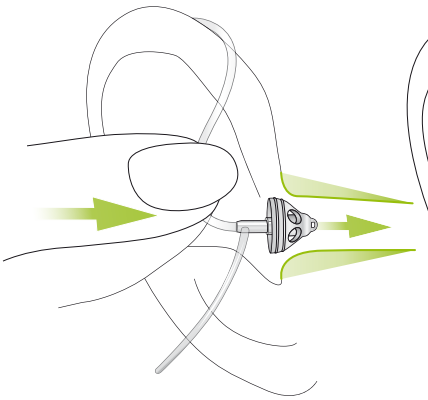


Fig. 5h

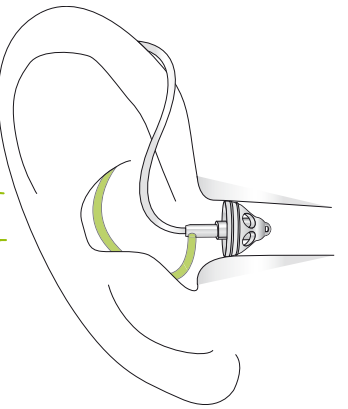


Fig. 5i

If you have problems inserting the hearing aid, use your other hand to gently pull your earlobe downwards. This opens the ear canal a little more and you can rotate the dome until it fits correctly.

You have now successfully inserted the right hearing aid. Now insert your left hearing aid in the same way (marked in blue, see step 5.1).

Step 5.4 Inserting the hearing aid with a **SlimTip**

Follow the instructions in Step 5.3, as this procedure is identical.

Step 6. Adjusting the volume control behind the ear

M and M W

To increase the volume on a M or M W model press the volume control upwards. To decrease it, press the volume control downwards using your forefinger. Use your thumb to lightly support the hearing aid (Fig. 6a).

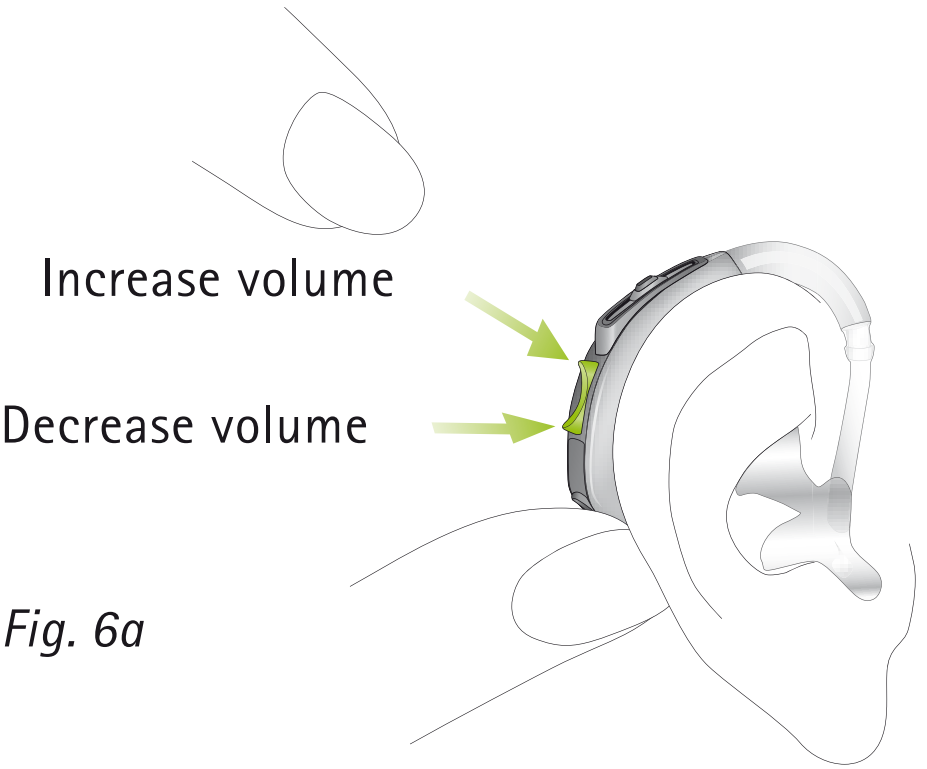


Fig. 6a

micro W

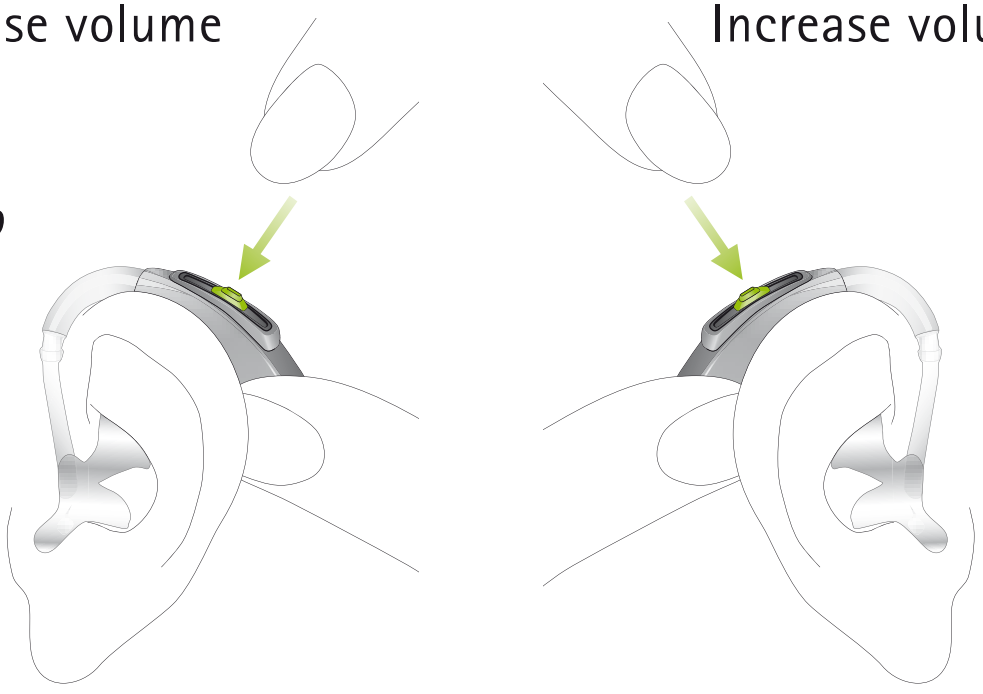
Your hearing care professional can configure your hearing aid (push) button as either a volume control or a program selector, (micro W model only).

To increase the volume, press the button on your right hearing aid. To decrease the volume, press the button on your left hearing aid. Use your thumb to lightly support the hearing aid (Fig. 6b).

Decrease volume

Increase volume

Fig. 6b



Left hearing aid

Right hearing aid

Step 7. Selecting the hearing program behind the ear

In order to select or change a hearing program with a M or M W hearing aid, press the program button displayed (Fig. 7a). For a micro or micro W hearing aid press the program button displayed (Fig. 7b).

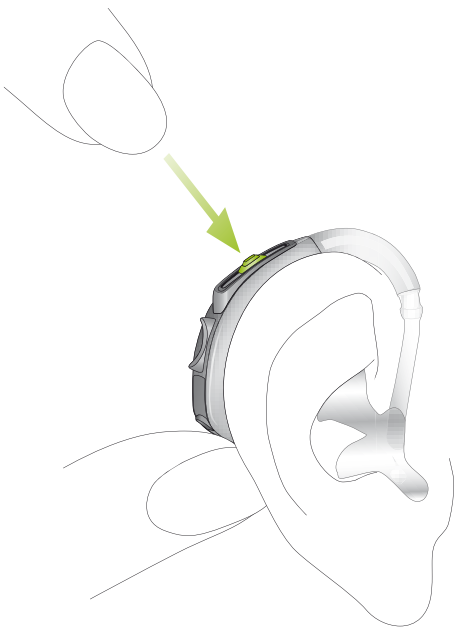


Fig. 7a: M and M W

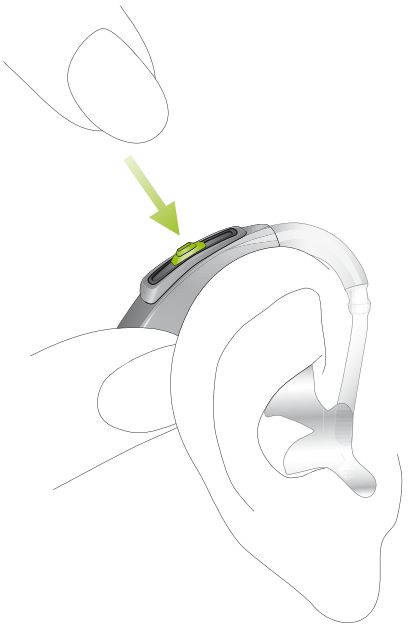


Fig. 7b: micro and micro W

If you press it again, you change to the next program.
A signal indicates the change.
A signal tone can only be easily heard if you have turned on the hearing aids and you are wearing it correctly behind the ear.

Step 8. Removing the hearing aid

Step 8.1 Removing the hearing aid with **classic earmold**

Take the hearing aid behind your ear (do not touch the tube!) and lift it above the upper part of your ear and then gently let go (Fig. 8a).

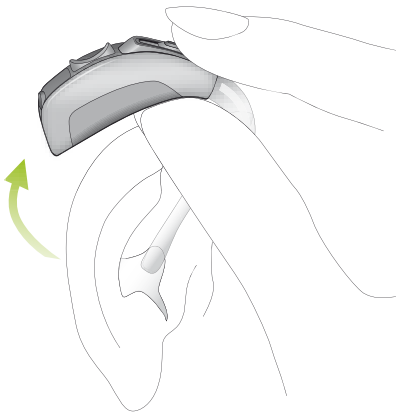


Fig. 8a

Use your thumb and forefinger to grasp the earmold in your ear (not the tube!) and gently remove it from your ear (Fig. 8b).

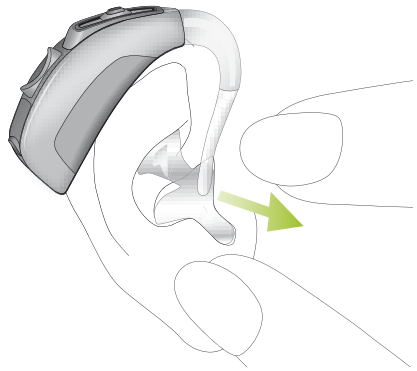


Fig. 8b

Step 8.2 Removing the hearing aid with a **dome**

Grasp the hearing aid by the hearing tube and carefully remove it from your ear (Fig. 8c).

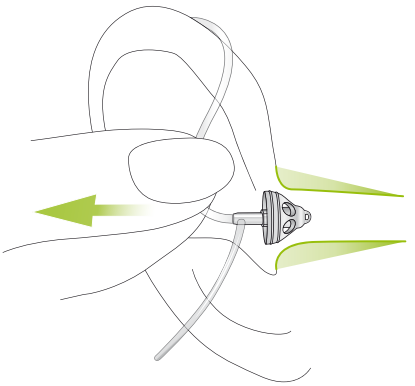


Fig. 8c

⚠ **In very rare cases, the dome can remain in your ear canal when removing the hearing tube from the ear. In the unlikely case that the dome does get stuck in your ear canal, it is strongly recommended to see a physician for safe removal.**

Step 8.3 Removing the hearing aid with **SlimTip**

Follow the instructions in Step 8.2, as this procedure is identical.

Step 9. Turning off the hearing aid

You can turn off your hearing aid by opening the battery compartment (Fig. 9).

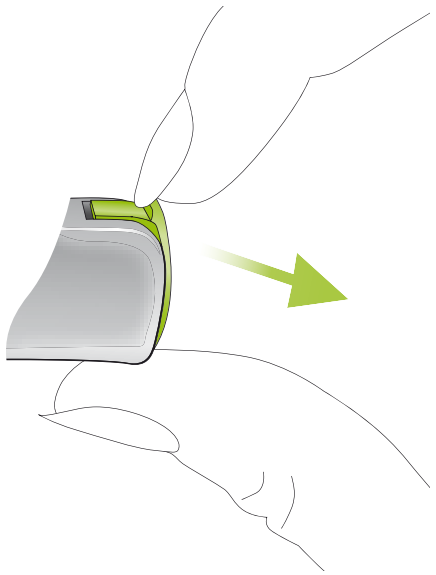


Fig. 9

Step 10. Changing the battery

Your hearing aid will indicate with a double beep, that the battery soon needs to be changed. You typically have up to 30 minutes to change the battery, however this can differ and might be considerably shorter. We recommend that you always keep a spare battery on hand.

Step 11. Changing the battery in hearing aids with a secured battery compartment

Your hearing aid has the option to be fitted with a tamper proof battery compartment if needed for safety reasons.

M and M W

After you have opened the battery compartment, pull the green plastic tab with the support of a pen back until the battery is free to take out (Fig. 11a-b).

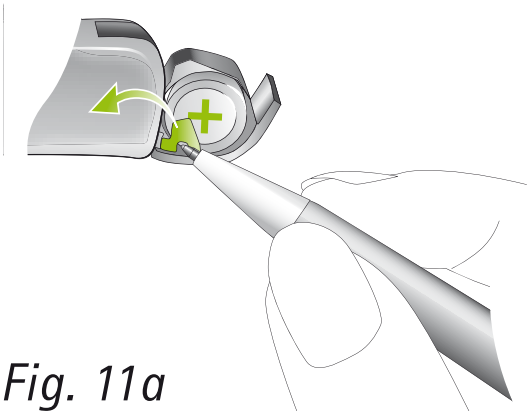


Fig. 11a

Fig. 11b

The old battery can now be replaced and a new one inserted (Fig. 11c).

Just close the battery compartment and the battery will automatically be secured (Fig. 11d).

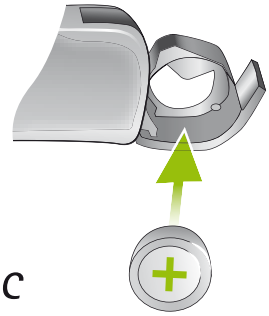


Fig. 11c

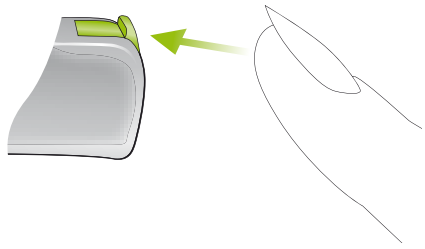


Fig. 11d

micro and micro W

After you have opened the battery compartment, push the battery out of the battery compartment with the support of a pen back (Fig. 11e). Insert the new battery so that you see the + symbol on the battery (Fig. 11f). Push the plastic tab towards the battery (Fig. 11g).

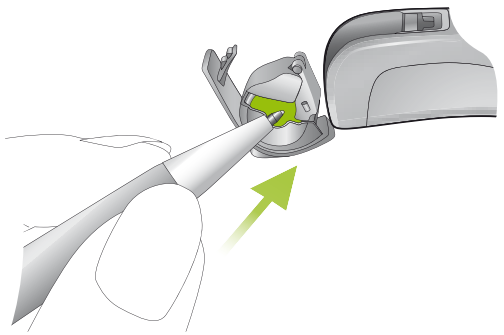


Fig. 11e

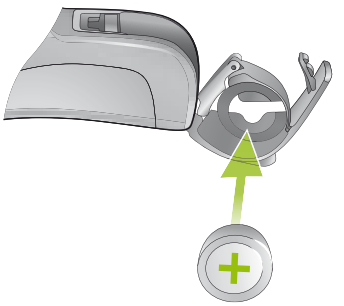


Fig. 11f

Fig. 11g

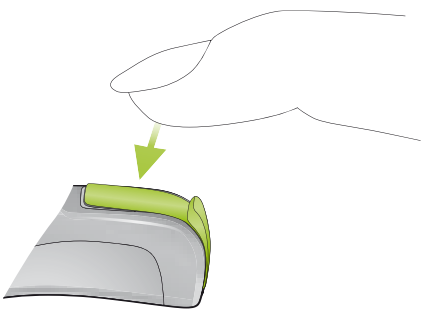


Fig. 11h

Close the battery compartment. The battery is now locked in position and cannot be removed (Fig. 11h).

5. Care and maintenance

Diligent and routine care of your hearing aid contributes to outstanding performance and a long service life.

Please use the following specifications as a guideline:

General information
Before using hair spray or applying cosmetics, you should remove your hearing aid from your ear, because these products may damage it.

When you are not using your hearing aid, leave the battery compartment open so that any moisture can evaporate. Make sure that you always completely dry your hearing aid after use. Store the hearing aid in a safe, dry and clean place.

For your M and M W hearing aid only:
Never wash or clean the Wind and Weather Protector (see chapter 3). Doing so could cause it to lose its special acoustic features.

For your micro and micro W hearing aid only:
Micro and micro W are WaterResistant!
Micro and Micro W hearing aids are resistant to water (including temporary immersion), sweat and dust under the following conditions:

- The battery door is fully closed. Ensure that no foreign object such as hair is caught in the battery door when it is closed.
- After exposure to water, sweat or dust, the hearing aid is cleaned and dried.
- The hearing aid is used and maintained as described in this user guide.

ⓘ **Micro and micro W hearing aids with the design-integrated Roger/FM receiver or secured battery compartment are also water resistant.**

ⓘ **Micro and micro W Hearing aids with an audio shoe and Roger/FM universal receiver are not water resistant.**

ⓘ Use of your hearing aid in and around water can restrict air flow to the batteries causing it to stop working. Should your hearing aid stop working after coming into contact with water, refer to the troubleshooting steps in chapter 6.

Daily

Inspect the earmold (dome or SlimTip) and tube for earwax and moisture deposits. Clean the surfaces with a lint-free cloth. Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing aid. It is not recommended to rinse these parts with water, risk for lodging in the tube. If you need to clean your hearing aid intensively, ask your hearing care professional for advice and information on filters or drying capsules.

Weekly

Clean the earmold (dome or SlimTip) with a soft, damp cloth or with a special cleaning cloth for hearing aids. For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

Monthly

Inspect your hearing tube for color changes, hardening, or cracks. In the case of such changes, the hearing tube has to be replaced. Please see your hearing care professional.

6. Troubleshooting

Hearing aids sound softer than usual / no sound
First check whether you can adjust and make the sound louder with the volume control. Then check the hearing tube and earmold for earwax residue and clean if necessary. Check whether the battery is correctly inserted and properly fitted, adjust the fit if necessary. If there is no improvement, change the battery. If the problem persists, contact your hearing care professional.

Battery discharges too quickly
Insert a new battery and make note of exactly how long it lasts. Contact your hearing care professional with this information, they will be able to help and advise you.

Crackling or buzzing noises
Check the hearing tube and earmold for earwax residue. Check the hearing tube for damage (color changes, hardening, or cracks) and contact your hearing care professional if necessary for replacement.

Whistling
Check whether the earmold is correctly and firmly fitted. If this is the case, but the problem persists, please consult with your hearing care professional.

Pain or inflammation in your ear
Remove the hearing aid and consult with your hearing care professional. If the problem is serious, please contact your physician.

For your micro and micro W hearing aid only:
Hearing aid stops working after contact with water. Rinse the hearing aid in fresh water and dry it with a soft cloth or tissue. Open the battery compartment, allow the hearing aid to dry and replace the battery. Should any water be present in the hearing tube, remove it from the hearing aid, tap it gently to disperse the water and re-attach it to the hearing aid. If the problem persists, contact your hearing care professional.

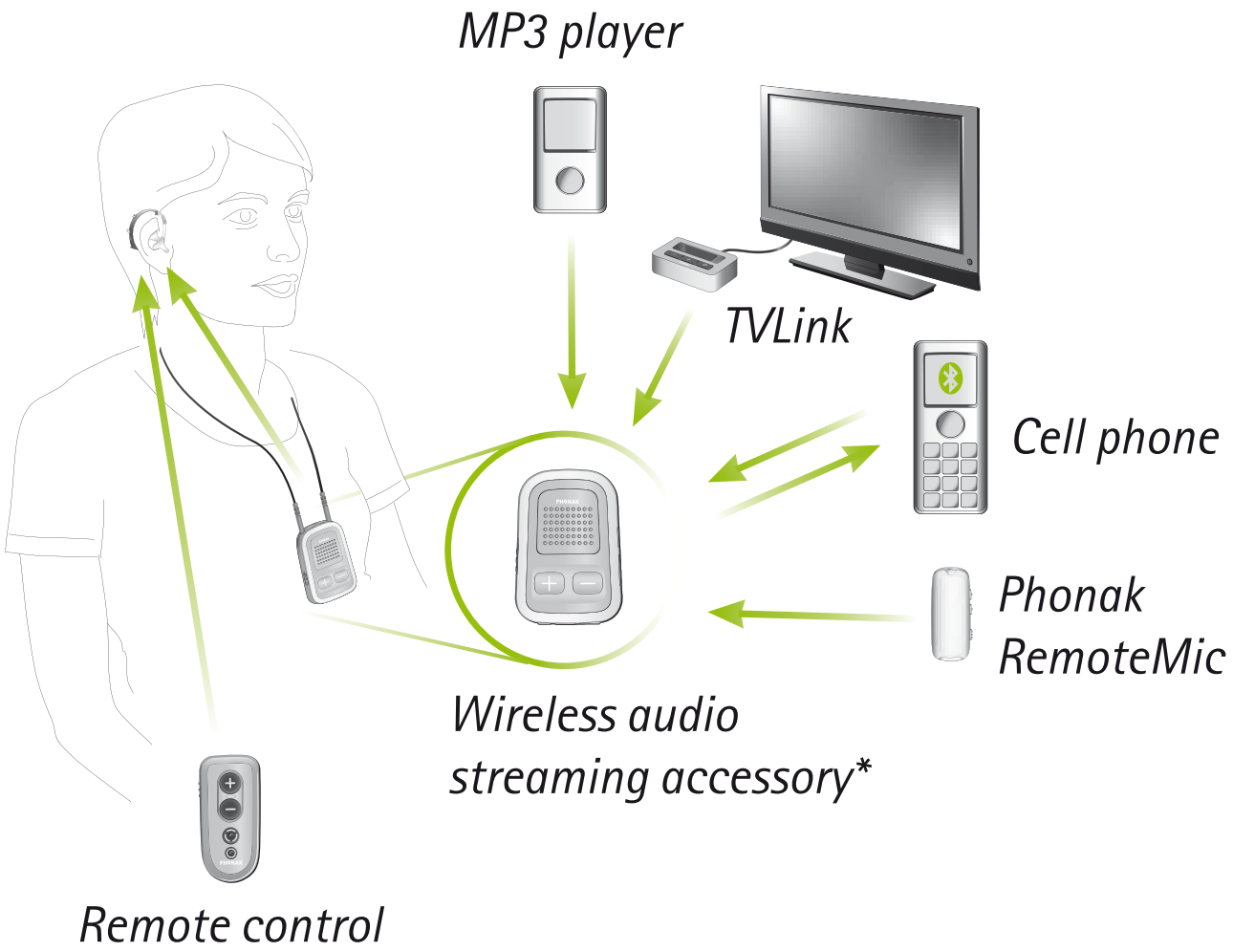
7. Wireless accessories description

Phonak provides a range of wireless accessories that extend the capabilities of your hearing aids in selected situations such as watching TV, talking on the phone and communicating in noise over distance.

7.1 Connecting to audio sources and remote control

Connecting to an audio source such as an MP3 player, television or cell phone is possible using a wireless audio streaming accessory.
Remote control of your hearing aids is also possible wirelessly.

7. Wireless accessories description



* Audio sources can be connected by Bluetooth®
or cable to the wireless audio streaming accessory.

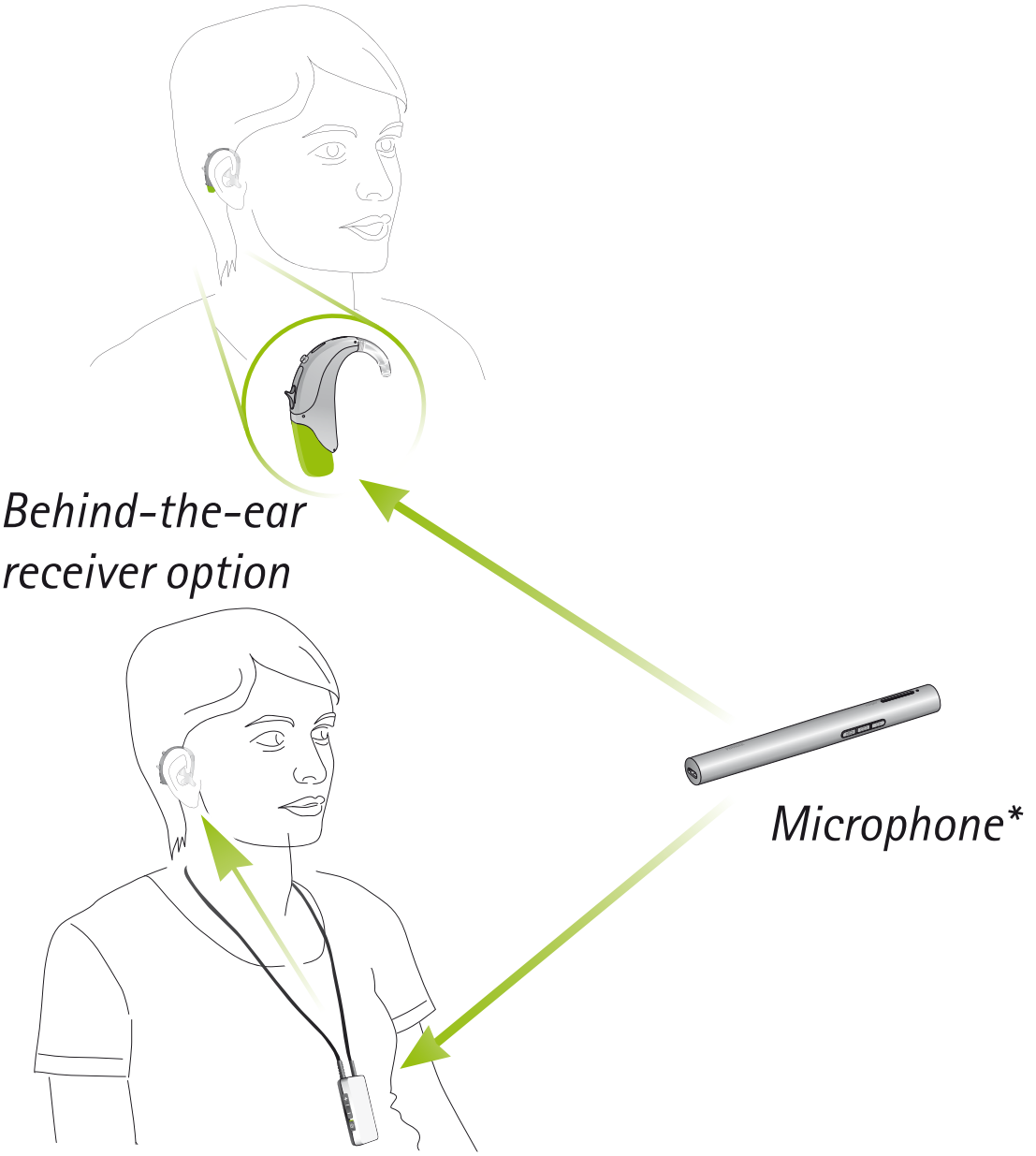
Bluetooth® is a registered trademark owned by the Bluetooth SIG, Inc.

7.2 Communication in noise over distance

Roger/FM accessories help communication in noise over distance by wirelessly sending the speaker's voice directly to your hearing aids. Roger/FM include both a microphone and receiver. Some Roger/FM microphones also support input from audio sources via Bluetooth® or cable.

Microphone: worn or placed close to the speaker, or connected to the audio source, directly transmits the sound to your receiver without disruptive background noises.

Receiver: attached to your hearing aids and worn behind the ear or worn on your body using a neckloop.



* Some Roger/FM microphones also support input from audio sources via Bluetooth® or cable.

8. Service and warranty

Serial number (left side):

Serial number (right side):

Fitting date:

9. Compliance information

Europe:

Declaration of Conformity
Hereby Phonak AG declares that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on www.phonak.com (Phonak worldwide locations).

10. Information and description of symbols

With the CE symbol, Phonak AG confirms that this Phonak product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications equipment. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.

This symbol indicates that the products described in these user instructions adhere to the requirements for an applied part of Type B of EN 60601-1. The surface of the hearing aid is specified as an applied part of Type B.

10. Information and description of symbols

	Indicates the medical device manufacturer, as defined in EU Directive 93/42/EEC.
	This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.
	This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.
	Important information for handling and product safety.
Operating conditions	The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

Temperature: –20° to +60° Celsius (–4° to +140° Fahrenheit)

Humidity transportation: Up to 90% (non condensing)
Humidity storage: 0% to 70%, if not in use. See instruction in chapter 2.2 regarding drying the hearing aid after use.

Atmospheric pressure: 200 hPA to 1500 hPa

The symbol with the crossed-out garbage bin is to make you aware that this hearing aid may not be thrown away as normal household waste. Please dispose of old or unused hearing aids, at waste disposal sites intended for electronic waste, or give your hearing aid to your hearing care professional for disposal. Proper disposal protects the environment and health.

Notes

029-0304-02/V1.00/2014-06/FO Printed in Switzerland © Phonak AG All rights reserved

Phonak AG
Laubisrütistrasse 28
CH-8712 Stäfa
Switzerland

www.phonak.com

CE 0459